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C DESCRIPTION & SPECIFICATIONS

C.1 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Acronym/ Abbreviation	Name	Definition
OSS	Office Supply Service	US House operation responsible for the Office Supply store and the Gift Shop.
POS	Point of Sale	Component of the store operations system that supports merchandise sales and other transactions with the customer.
COTS	Commercial-off-the-Shelf	Software package available to be purchased and implemented to support the needed functionality. This package may require some modification to support all required capabilities to operate the US House stores.
US House	U.S. House of Representatives	United States House of Representatives.
FFS	Federal Financial Systems	US House financial software system.
PD	Procurement Desktop	Software system that handles merchandise ordering, receiving, and integration with FFS for payment.
MCBA	Multiple Computer Business Application	Current OSS and Gift Shop Inventory, POS, and Accounting software system written in Cobol.

C.2 SELECTION PROCESS OVERVIEW

The entire process of selecting and implementing a replacement system for the client's retail operation will include the following major activities. In addition to the listed activities, the status of each is also listed.

Major Activity	Status
Gather System Requirements	Complete
Distribute SOW for solution and integration proposals	Completed
Select Short list of solution(s) and integrator(s)	Not Yet Started
Short list of solution(s) and integrator(s) perform software demonstration (see appendix)	Not Yet Started
Select COTS software solution and integrator	Not Yet Started

It is critical for each proposing vendor to understand that software demonstration will be requested and required prior to the selection of an integrator and COTS software solution. The details of the capability demonstration can be found in the Appendix.

The selection of a replacement Commercial-off-the-Shelf (COTS) software package and an integrator for the US House retail operation will be based on responses to this Statement of Work.

C.3 US HOUSE RETAIL OPERATIONS

C.3.1 BACKGROUND

The current Inventory, Point of Sale, and Accounting application software used by Office Supply Service (OSS) is Multiple Computer Business Application (MCBA). MCBA is written in MicroFocus COBOL and operates on an IBM RISC (Reduced Instruction Set Computing) System/6000 (model 3500) platform. The Point of Sale module is a Synchronic product that has been customized to interface with the MCBA packages. The current system is over 10 years old and is no longer supported by the vendor, is not Y2K compliant, does not support the current needs of OSS for web based and scanning capabilities, and does not support current reporting requirements. In addition, the hardware is beyond its recommended useful life. The system is contained and maintained within B-217 Longworth House Office Building and has 5 packages, 4 of which were customized to OSS' specifications. Accounts Receivable, Accounts Payable, Purchase Orders, and Inventory.

While the OSS system replacement effort is underway, other projects are focused on replacing FFS (financial system) and PD (procurement system). The expected timeline is for the OSS system replacement selection and implementation to be complete well in advance of the other two replacement efforts, therefore the future FFS and PD interface specifics can only be stated in generalities.

C.3.2 SCOPE

The business areas within the scope addressed by this document include the Office Supply and Gift Shop store operations. The functions for each store include the Inventory, Point of Sale, and Accounting activities required to operate the store on a daily basis. Additionally, this document will define the hardware, network, security, communications, and other technical requirements for the replacement software package.

C.3.2.1 OFFICE SUPPLY

➢ Used for official purchases charged to member accounts and/or staff cash sales via check

➢ Two pricing structures

- ○ Member account charges are sold at cost
  - Member charges accumulated monthly
  - Monthly member charges statement sent to each office
  - Monthly member charges transferred to the House Accounting System via monthly interface
  - After monthly statements, the system zero outs each account to reflect the transfer
- ○ Staff sales reflect a 10% surcharge

➢ 2002 Statistics

- ○ More than 79,000 transactions
- ○ More than $6.3 million in sales
- ○ Majority charged to over 535 official accounts
- ○ Processed over 48,000 checks for flag orders totaling $1.8 million in revenue
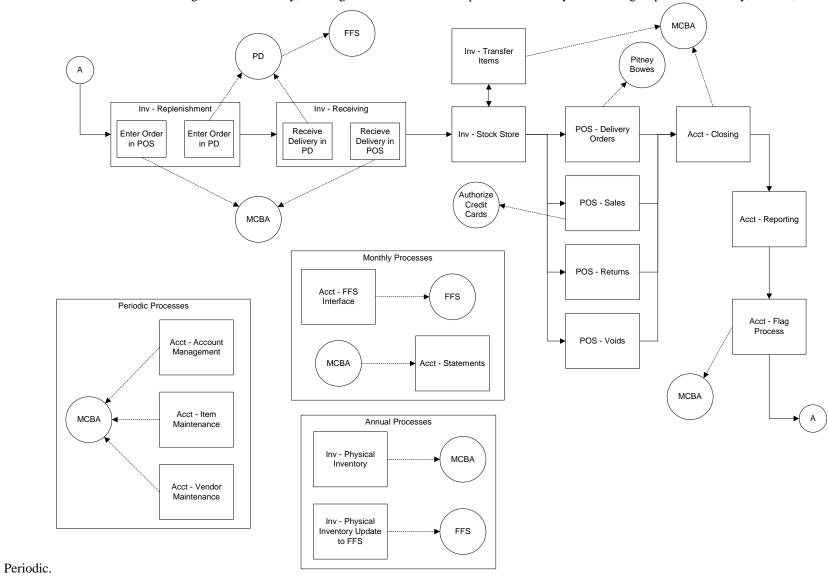- ○ Carries over 1,800 items valued at more than $1.2 million

C.3.2.2 HOUSE GIFT SHOP

➢ Services both the House community and visitors via credit card, cash, and special account sales

- ➢ All products reflect a 20% markup
- ➢ 2002 Statistics
  - ○ Approximately 44,000 transactions
  - ○ More than $1.3 million in sales
  - ○ Carries over 1,400 items valued at approximately $300,000

The following diagram provides an illustration of the high-level processes and technical/systemic interfaces considered within scope of this System Requirements document. More specifically, the retail processes are broken down into the Inventory, Point of Sale, and Accounting process areas and further

broken into those shown in this diagram. Additionally, the diagram shows time-based processes and they have been grouped into Monthly, Annual, and

Periodic.

C.3.3 DETAILED SYSTEM REQUIREMENTS

This section documents the detailed requirements for the COTS replacement system. The entire System Requirements document is included with this SOW to provide additional detail and understanding of the specific solution requirements.

C.3.3.1 INTERFACE REQUIREMENTS

The following list of required interfaces cannot be detailed at this time because they are directly dependent on the COTS solution selected and the outcome of current system upgrade efforts, but will need to be developed and detailed as part of the integration planning and execution. Additionally, the COTS solution must be capable of supporting these interfaces.

FFS (Federal Financial System)	The current FFS interface is a monthly file that is manually created and transmitted via FTP so the FFS system can retrieve and process the data. The replacement system will need to support the current file creation and FTP as well as a full integration with the future replacement financial system.
PD (Procurement Desktop)	The current PD interface is handled through dual entry of replenishment and receiving information in MCBA and PD. The replacement system will need to support the current dual entry process, the capability to read and pull data from the PD database (Oracle) through views, and a full integration with the future procurement replacement system.
Pitney Bowes (Delivery Orders)	The current Pitney Bowes interface is handled through physical paperwork and signatures. The replacement system will need to support the current generation of physical paperwork as well as an electronic integration with the Pitney Bowes proprietary package tracking system (Oracle or Sequel Server, UPC scanning, Bar Code scanning, electronic signature capture).
Credit Card Authorization and Settlement	The current Credit Card Authorization and Settlement interface is supported through external credit card processing hardware at each register in the Gift Shop. The processes are handled through each of the units individually and separate from register closing. The replacement system will need to support the integration of the credit card reader into the register hardware, authorization as part of the POS sales transaction, and settlement integrated with register closing.

C.3.3.2 FUNCTIONAL REQUIREMENTS LIST

The following table is a list of functional requirements for the COTS replacement software solution.

Business Function	Secondary Business Function	Id	Requirement Description
Inventory	General	1.1.1	Capability to manage and maintain item location within store and warehouse.
	Replenishment	1.2.1	Capability to create purchase requests to interface with the PD system.
		1.2.2	Capability to review and approve purchase request before submission.
		1.2.3	Capability to batch stock reorder information and produce one purchase request for each vendor for review before submission.
		1.2.4	Capability to have reorder point for stock replenishment for store and warehouse.
		1.2.5	Capability to automatically reorder certain items based on auto-reorder point.
		1.2.6	Capability to copy documents for the creation of "skeletal" transactions that can be reused (e.g., recurring orders).
	Receiving	1.3.1	Capability to receive delivery and update inventory for items received including location.
		1.3.2	Capability to create labels to place on items received in bulk.
		1.3.3	Capability to utilize hand held device and UPC or Bar Codes for receiving.
		1.3.4	Capability to handle partial delivery receipts (short receipts).
	Stock Store	1.4.1	Capability to have restock point and available shelf/floor space allocated to manage restock store inventory requests.
		1.4.2	Capability to electronically create, transmit, and track restocking store requests.
		1.4.3	Capability to automatically generate pick ticket for restocking store inventory.
		1.4.4	Capability to create Bar Code labels to place on items.
	Transfer Item	1.5.1	Capability to transfer stock items between locations (e.g., different store and warehouse locations) using UPC and/or bar code reading technology.
		1.5.2	Capability to create receipt for transferred items (e.g., stores, warehouse locations)

Business Function	Secondary Business Function	Id	Requirement Description
		1.5.3	Capability to receive transferred items to validate transfer (e.g., stores, warehouse locations)
	Physical Inventory	1.6.1	Capability to perform real time inventory updates.
		1.6.2	Provide inventory lists report for conducting physical inventory including: item number, item description, location, and unit of measure.
		1.6.3	Capability to use RF devices for physical inventory counts.
		1.6.4	Capability to require entry of reason for the stock adjustment.
		1.6.5	Capability to identify physical inventory counts that are outside dollar value and/or count threshold limits.
POS	General	2.1.1	Capability to insert free-form text comment on all transactions at both the individual line and header levels.
		2.1.2	Capability to highlight fields in which errors exist if transaction is not accepted.
	Delivery Order	2.2.1	Capability to interface with Delivery Orders over the web and intranet
		2.2.2	Capability to interface with Delivery Orders from email system (Outlook).
		2.2.3	Capability to track process from receipt of delivery order to customer receipt of order.
		2.2.4	Capability to handle backordered items.
		2.2.5	Capability to allocate received items to existing backorders for delivery.
		2.2.6	Capability to generate pick tickets for delivery orders submitted via the web interface. Include on the ticket the following: requesting organization, ticket number, date, time, user id, delivery information, account distribution information, quantity, unit, item code, description, unit price, price total, acceptance, delivery date and time

Business Function	Secondary Business Function	Id	Requirement Description
		2.2.7	Capability to track delivery orders by member office code.
		2.2.8	Capability to track the following delivery order types: Internet, phone order, walk-in, fax, and kiosk.
	Sales	2.3.1	Capability to update inventory levels in real-time.
		2.3.2	Capability to scan item and view on-hand inventory level.
		2.3.3	Capability to pre-populate remittance and delivery address at initial purchase request creation.
		2.3.4	Capability to differentiate sales types (charge member account, special account, employees, general public, etc.)
		2.3.5	Capability to scan and validate member account card (Bar Code) at register and to initiate transaction.
		2.3.6	Capability for current date to be automatically pre-populated from the system date on all transactions and activity.
		2.3.7	Provide capability to minimize data entry during transaction processing by use of short codes and/or other techniques.
		2.3.8	Capability to record transaction activity on calendar year (House Member basis), fiscal year (Committee Member basis), **AND** across multiple years.
		2.3.9	Capability to perform automatic document numbering for all transactions and allow administrator to define partial code (first digits) with system automatically generating numbering extension.
		2.3.10	Capability to scan merchandise items using infrared scanner.
		2.3.11	Capability to select types of payments: cash, check, credit card or charge.

Business Function	Secondary Business Function	Id	Requirement Description
		2.3.12	Capability to handle different tender types in each store (Office Supply only allows Member Account, Cash, Check and Gift Shop only allows Special Account, Cash, Credit Card)
		2.3.13	Capability to print sales ticket with account information from scanned Member Account Card.
		2.3.14	Capability to integrate account charge or credit card signature into automatically printed sales ticket.
		2.3.15	Capability to modify item prices by account types (5 different pricing schemes Member, Special Accounts (multiple), Travel, Public, House employees).
		2.3.16	Capability to modify unit price, record comment, and price change history.
		2.3.17	Capability to maintain various pricing methods (average cost, FIFO, etc.)
		2.3.18	Capability to monitor/report transactions by type (cash, check, credit, account, A/R, returns, voids)
		2.3.19	Capability to maintain electronic receipts in history (available for 2 years, archived for 6 years).
		2.3.20	Capability to perform real time credit card authorization.
		2.3.21	Capability to authorize credit card transactions as an integrated component of the sales transaction.
		2.3.22	Capability to avoid storing entire credit card number.
		2.3.23	Capability to sell items regardless of system inventory levels (if inventory level is <0).
		2.3.24	Capability to handle and store electronic signature (available for 2 years, archived for 6 years).
		2.3.25	Capability to include a customizable and personalized message on the Office Supply sales receipt.

Business Function	Secondary Business Function	Id	Requirement Description
	Returns	2.4.1	Capability to automatically generate return receipt paperwork for return merchandise.
		2.4.2	Capability to process returns at sales register.
		2.4.3	Capability to process a return for account transactions.
		2.4.4	Capability to process returns for credit card transactions.
		2.4.5	Capability to update inventory for merchandise returns.
		2.4.6	Capability to lookup detailed sales ticket by account and date to process return.
		2.4.7	Capability to process returns back to the same fiscal year of sale.
		2.4.8	Capability to lookup previous transactions using last 4 digits of credit card used for the transaction.
		2.4.9	Capability to maintain electronic history of return transactions (available for 2 years, archived for 6 years).
	Voids	2.5.1	Capability to void sales ticket from the cash register only on the same day of sale.
		2.5.2	Capability to require entry of reason for voided transaction.
		2.5.3	Capability to void line item prior to transaction tender.
		2.5.4	Capability to track all voids in transaction log.
Accounting	Closing	3.1.1	Capability to electronically reconcile registers.
		3.1.2	Capability to automatically settle credit card transactions once register is closed.
		3.1.3	Capability to track over/under by register.
	Flag Process	3.2.1	Capability to post flag payments to the appropriate accounts.
		3.2.2	Capability to allocate payments to members account by transaction (Flags, Delivery, Flying Fee, credit balance, etc.)
		3.2.3	Capability to process credit memo to third party including remittance address.

Business Function	Secondary Business Function	Id	Requirement Description
		3.2.4	Capability to process and print letter for flag refunds.
		3.2.5	Provide capability to produce monthly flag processing statements including the following: account number, name, address, transaction type, number date and amount, total amount by month and year to date, flag flying charges, and franking credits, credits
	Account Payments	3.3.1	Capability to post monthly payments for open accounts
		3.3.2	Capability to track flag check deposit activity (e.g., number of checks processed over time, dollar value, breakdown of payment by account). Single flag payment needs to be distributed across the following accounts: flag price, flying fee, and franking (mail) fee.
		3.3.3	Capability to handle returned checks and an associated fee.
		3.3.4	Capability to automatically reset member accounts to 0 balance at the end of each period.
	FFS Interface	3.4.1	Capability to automatically create Account Activity File.
		3.4.2	Capability to automatically FTP Account Activity File to FFS.
	Statement	3.5.1	Capability to produce a monthly statement of transactions by account and showing final balance.
	Account Management	3.6.1	Capability to create, modify, deactivate, and delete accounts.
		3.6.2	Capability to create physical member account cards (2) with bar code for infrared scanning.
		3.6.3	Capability to deactivate member account card or cards.
		3.6.4	Capability to mirror FFS system account structure.
	Item Maintenance	3.7.1	Capability to create, modify, deactivate and delete items.

Business Function	Secondary Business Function	Id	Requirement Description
		3.7.2	Capability to handle UPC codes.
		3.7.3	Provide capability to maintain item details including: detail descriptive information, catalog information, unit costs, number of items currently in stock, vendor
		3.7.4	Capability to define item types as discontinued, display, etc.
		3.7.5	Capability to automatically generate SKU number for new item (based on department or other classification).
		3.7.6	Capability to store item picture for use on web store-front.
	Vendor Maintenance	3.8.1	Capability to create, modify, deactivate and delete vendors.
		3.8.2	Capability to link vendor to the items they supply.
General Functionality	General	4.1.1	Capability for current date to be automatically inferred from the system date on all transactions.
		4.1.2	Capability to validate data fields at entry based on specific rules.
		4.1.3	Capability for users to define the resulting date format to appear on transactions, on-line queries and reports.
	Transaction Tracking	4.2.1	Capability to maintain an audit trail for all transactions (transaction log) including the following details: date and time of change, user id, explanation, etc.
		4.2.2	Capability to view and report from the transaction log.
	Workflow	4.3.1	Capability to provide for multiple approval routes and ability to track and report on approvals in process.
		4.3.2	Provide workflow as an integrated component of the baseline application. The workflow engine should be able to support the (1) point of sales, (2) central stores inventory, (3) physical inventory processes, and (4) accounting activities.
		4.3.3	Capability for authorized users to route transactions, and document attachments (e.g., WORD, EXCEL) to designated individuals for approval.

Business Function	Secondary Business Function	Id	Requirement Description
		4.3.4	Capability to define "rule based" routing for approvals based on user-defined criteria (e.g., total dollar amount of the transaction).
		4.3.5	Capability to establish rule-based alerts and triggers based on user-defined criteria (e.g., notify House member when an order has been in an individual's work queue for a specified number of days).
		4.3.6	Provide integration with standard e-mail messaging applications including Microsoft Exchange.
		4.3.7	Capability to define workflow processes, business rules, including approval routings, using a graphical definition facility.
		4.3.8	Provide standard, pre-defined workflow scenarios as part of the baseline application.
		4.3.9	Provide capability for authorized users to change the workflow routing on an ad hoc basis (e.g., for expediting a process flow).
		4.3.10	Provide audits of the application workflows for analyzing process efficiencies and potential process "bottlenecks" i.e., work queue backups, approval back ups.
		4.3.11	Provide on-line querying capability to track the status of transactions through the workflow process.
	Query	4.4.1	Provide online querying capability to perform cross-referencing where a user can query a transaction type and receive information on all associated transactions in the processing chain (e.g., a query on an account would provide associated tickets).
		4.4.2	Provide capability to perform, online, "drill down" routines (e.g., querying on summary information can result in a drill down to detail line information).
Interface	General	5.1.1	Capability to provide data integrity assurance around interface and integration points.
	FFS	5.2.1	Capability to interface to FFS for flag payment refunds.
		5.2.2	Capability to integrate and/or interface with the future FFS system for sharing of financial and account information (both directions).

Business Function	Secondary Business Function	Id	Requirement Description
		5.2.3	Capability to integrate with the future FFS system for daily updates to FFS accounts.
		5.2.4	Capability to integrate with the future FFS system to receive updates of specific data from FFS for account details alignment.
		5.2.5	Capability to interface with the current FFS system using the defined interface file layout.
	PD	5.3.1	Capability to integrate and/or interface with future AMS PD system for sharing of replenishment and receiving information.
		5.3.2	Capability to use House vendor information from PD and/or FFS.
		5.3.3	Capability to interface with the current PD system by pulling oracle view information of replenishment orders, vendor information, and receiving details.
	Delivery Order	5.4.1	Capability to interface with third party proprietary package tracking system for electronic delivery tracking (Pitney Bowes).
		5.4.2	Capability to interface with third party proprietary system to receive customer receipt signature.
Reporting	Functionality	6.1.1	Capability to retrieve data and export to standard desktop usable format (Microsoft tools).
		6.1.2	Capability for users to save report and query routines for reuse.
		6.1.3	Capability to search using wildcard characters, list boxes, or short codes.
		6.1.4	Provide user-friendly capability to build structured queries without requiring an understanding of SQL or database structures (e.g., via use of pop up windows or drop down lists).
		6.1.5	Capability to define and modify custom reports including capability to provide spreadsheet type screen layout displays.
		6.1.6	Capability for reports to be exported electronically for viewing, emailing, and sharing.

Business Function	Secondary Business Function	Id	Requirement Description
		6.1.7	Capability to easily report across the different modules (e.g., inventory, POS, and accounting)
	Inventory	6.2.1	Capability to provide standard Retail Inventory reports to support the following processes: Replenishment, Receiving, Stock Store, Transfer Items, and Physical Inventory.
		6.2.2	Capability to report on item activity (e.g. usage by period, usage year to date, quantity sold period to date and year to date, date last sold, quantity last sold, etc.)
		6.2.3	Capability to report on "post purge" activity (e.g., report of all items purged since the last purge routine).
		6.2.4	Capability to generate stock status report (item number, description, quantity, unit of measure, dollar value, price, etc.).
		6.2.5	Capability to report on store stocking activity and item movement.
		6.2.6	Capability to report on items that have an inventory level < 0.
	Item	6.3.1	Capability to generate an item master list of location and inventory levels.
	Physical Inventory	6.4.1	Capability to produce inventory status report.
		6.4.2	Capability to produce end of month account activity report.
	Replenishment	6.5.1	Capability to produce report showing items threshold for replenishment by Vendor.
		6.5.2	Capability to report on order statistics.
		6.5.3	Capability to produce report listing replenishment orders not received by due date.
		6.5.4	Capability to produce report summarizing replenishment orders including: purchase requests issued for a specific time frame, dollar amount of each purchase request, total count, date original request received, and cycle times.
		6.5.5	Capability to generate report showing all replenishment requests cut to specified vendors within a specified time frame.

Business Function	Secondary Business Function	Id	Requirement Description
	POS	6.6.1	Capability to query the system by ticket number for transaction details including what member office, item detail, quantity, cost, etc.
		6.6.2	Capability to generate report that summarizes daily activity by cash register, store, and time.
		6.6.3	Capability to identify and print sales ticket from history at a later date.
		6.6.4	Capability to query payment history to see amounts for specified account over a date range.
		6.6.5	Capability to provide standard POS reports to report on the transaction types (e.g., Delivery Orders, Sales, Returns, Voids, etc.).
		6.6.6	Capability to report on transaction voids.
		6.6.7	Capability to report on sales history (trends, last 12 months, monthly, seasonal).
		6.6.8	Capability to report register transaction statistics for performance measurement purposes.
		6.6.9	Capability to report inventory transaction statistics for performance measurement purposes.
		6.6.10	Capability to maintain Store performance information including: Transaction performance (e.g., transaction timeframes, transaction voids)
		6.6.11	Capability to report on credit card transaction returns.
	Accounting	6.7.1	Capability to provide standard Retail Accounting reports to report on the following processes: Closing, Flag Processing FFS Interface, Statements, Account Management, Item Maintenance, Vendor Maintenance.
		6.7.2	Capability to electronically review monthly account statements prior to printing.
		6.7.3	Capability to produce two different account statements: Monthly Account Statement for each Member and Monthly Flag Payment Statement with transaction detail.

Business Function	Secondary Business Function	Id	Requirement Description
		6.7.4	Capability to produce a report on register closing over/under by user id.
		6.7.5	Capability to report on account summaries for reconciliation purposes.
		6.7.5	Capability to produce an electronic and hardcopy listing of customer addresses.
	Closing	6.8.1	Capability to total register receipts (e.g., by cash, charge, check, account) daily/monthly/ad hoc by register and by location.
	Vendor	6.9.1	Provide, online, vendor cross-referencing capabilities (e.g., query on vendor to identify related transactions and other activity). This requirement may require integration with PD and/or FFS.

C.3.3.3 TECHNICAL REQUIREMENTS LIST

The following table is a list of technical requirements for the COTS replacement software solution.

Business Function	Secondary Business Function	Id	Requirement Description
Technical	General Capability	7.1.1	Capability to import and export data in formats compatible with Microsoft office automation products (e.g., Access, EXCEL, WORD).
		7.1.2	Capability to attach and store within the database external documents originating in standard desktop applications (e.g., EXCEL, WORD) and imaging applications.
		7.1.3	Capability to process POS transactions with back office server on-line and off-line.
		7.1.4	Capability to use Radio Frequency (RF) Device for inventory of merchandise using UPC.
		7.1.5	Capability to automatically archive and/or purge data based on user-defined criteria including date, type of transaction, items disposed for a certain period of time (must have data available for 2 years and archived for 6 years).
		7.1.6	Capability to include justifications in attached documents, including price quotes.
		7.1.7	Capability to provide bar coding technology for use at the registers, RF devices, etc. for sales, physical inventories, receiving, and other functional areas.
		7.1.8	Capability to use manufacturer's UPC code and self generated Bar Codes.
		7.1.9	Capability to print self generated Bar Code labels.
		7.1.10	Capability to attach external documents originating in standard desktop packages (e.g., Excel, Word) to application transactions and store within the database.
	Application Architecture	7.2.1	Capability to provide facilities to monitor the overall operation of the system to determine if operations are on schedule, all necessary operating steps have been successfully completed and alert the system administrator(s) to malfunctions on a timely basis.

Business Function	Secondary Business Function	Id	Requirement Description
		7.2.2	Capability to support user define additional database fields that does not require extensive programming modifications and which can be transferred as the system is upgraded without custom effort.
		7.2.3	Provide capability for generating recurring processing schedules, special processing schedules based on date (e.g., last day of accounting period), and ad hoc processing schedules.
	Architecture	7.3.1	Application is designed using client/server architecture.
		7.3.2	Application is designed in a logical three-tiered or n-tiered client/server architecture that supports the distribution of data and processes among several hardware tiers.
		7.3.3	Application client software operates on Microsoft Windows 2000/XP workstations.
		7.3.4	Application can run over MS 2000 networks.
		7.3.5	Application server architecture is compatible with popular RDBMS engines including Oracle and/or Sequel Server.
		7.3.6	Application client software supports Object Linking and Embedding (OLE), Dynamic Data Exchange (DDE) and Open Database Connectivity (ODBC).
		7.3.7	Application client software is developed using an object-oriented fourth generation language (4GL).
		7.3.8	Communication between client and server is achieved via Transaction Control Protocol/Internet Protocol (TCP/IP).
		7.3.9	System developed using a modular development design (inventory, POS, and accounting functionality can operate without the other modules).
		7.3.10	Capability to print receipts and reports to a LAN printer.
		7.3.11	Capability to support multiple stores, multiple warehouse locations, in store self serve kiosk.

Business Function	Secondary Business Function	Id	Requirement Description
	Hardware	7.4.1	Capability to support the following: *Server* Hardware (models available at time of implementation)- • IBM RISC6000 • Sun • *Or* other Hardware meeting the replacement solution requirements Operating Systems- • IBM AIX • Sun Solaris • UNIX • *Or* other Operating System meeting the replacement solution requirements *Registers/Terminals* Hardware (models available at time of implementation)- • Windows based workstation Operating Systems- • Windows 2000/XP
		7.4.2	Capability to integrate credit card authorization swipe unit with register hardware.
		7.4.3	Capability to integrate infrared unit with register hardware.
		7.4.4	Capability to integrate remote RF devices.
	Interfaces	7.5.1	Provide standard utilities (e.g., API's) to process externally interfaced data to the system including (1) detailed and summarized transactions and (2) table updates.
		7.5.2	Capability to perform edit routines (e.g., security protocols) on externally interfaced data that is consistent with routines invoked during online entry.
		7.5.3	Provide capability to query and modify on-line any interfaced data failing edit routines.
		7.5.4	Provide utilities to perform data translations from external interfaces.
		7.5.5	Provide capability to uniquely identify data externally interfaced versus entered directly via on-line methods.

Business Function	Secondary Business Function	Id	Requirement Description
	Internet/Intranet Capability	7.6.1	Provide capability through a third party partner, signature encryption capabilities for authorizing and approving transactions. NOTE: PGP is the current House standard for encryption.
		7.6.2	Capability to enter web request transactions (e.g., supply acquisition requests) that can be run from within an Internet browser.
		7.6.3	Provide capability for reports and query results to be published in HTML formats and loaded on Internet/intranet servers for "pull down" report distribution on Internet browsers.
		7.6.4	Provide use-friendly HTML forms for querying and updating information stored in the application database.
		7.6.5	Provide the capability to operate a fully functioning web store-front.
	Security	7.7.1	Provide flexible security facilities to control user access at multiple levels including (1) overall system access, (2) functional access (inquiry, update, initiate offline processing), (3) system module access (e.g., accounts/items, inventory), (4) information classification access (e.g., House account, organization), and (5) database level access.
		7.7.2	Capability to restrict access and allowable actions at the screen, record and field levels.
		7.7.3	Capability to define authority levels at a group and user level.
		7.7.4	Capability to impose application security on data imported from third party applications (e.g., MS EXCEL).
		7.7.5	Capability for application security to work in conjunction with any operating system or database management security employed (e.g., Oracle database security protocols).
		7.7.6	Provide capability through a third party partner (PGP), signature encryption capabilities for authorizing and approving transactions. NOTE: PGP is the current House standard for encryption.
		7.7.7	Capability to handle SSL for credit card information over network or secure PSTN communication.

Business Function	Secondary Business Function	Id	Requirement Description
		7.7.8	Capability to support the US House General Information Security Guidelines.
	User Interface	7.8.1	Provide a graphical user interface (GUI) design for all proposed modules that maximizes the use of Microsoft Windows features.
		7.8.2	Capability to navigate through the application using menus, pull down screens, and short cut keys.
		7.8.3	Provide online HELP facilities, including field, document and table levels.
		7.8.8	Provide facilities for users to modify the HELP content/navigation to meet House-specific needs.
		7.8.5	Provide "tree" structure browsers and tab folders for organizing and scanning through logically linked data.
		7.8.6	Provide "point and click" drill downs from summary to detail data.
	Performance	7.9.1	Capability to meet the performance requirements: • System availability of over 99.6% • Current user expectation of 25-50 with scalability (does not include web users in the future) • 95% of all transactions must process in less than 1 second
		7.9.2	Capability to meet the maintainability requirements: • Administrator Maintainability • System Evolution is Planned Through Upgrades

Business Function	Secondary Business Function	Id	Requirement Description
		7.9.3	Capability to meet the information management levels: *Office Supply* • More than 79,000 transactions annually • More than $6.3 million in sales annually • Majority charged to over 535 official accounts • Processed over 48,000 checks for flag orders totaling $1.8 million in revenue • Carries over 1,800 items valued at more than $1.2 million *Gift Shop* • Approximately 44,000 transactions • More than $1.3 million in sales • Carries over 1,400 items valued at approximately $300,000

C.4 SCOPE OF WORK

C.4.1 METHODOLOGY AND PLAN

The vendor selected to implement the replacement COTS solution shall be required to complete at least the following project phases as part of this project, but is expected to propose any additional activities that are critical to the success of the implementation.

- ➢ Phase 1 - Planning
- ➢ Phase 2 – Requirements Verification & Design
- ➢ Phase 3 - Development/Customization
- ➢ Phase 4 - Data Conversion & Testing
- ➢ Phase 5 - Training
- ➢ Phase 6 - Implementation
- ➢ Phase 7 - Project Close

Each project phase will include a 2 week period allowing US House team members to review and approve the final phase documentation prior to that phase being closed.

The following table lists the documents that are mandatory by the US House for completion of the integration and will need to be completed as part of this project. The list of deliverables to complete the integration project should not be limited to the following, but must include these as part of the proposed project.

Document	Phase	Adaptation	Status
Project Definition Document	Project Definition	**Mandatory**, fixed format	
Project Management Plan	Project Definition	**Mandatory**, fixed format; may be combined with Project Definition for review and approval purposes	
User Requirements Specification	User Requirements Definition	**Mandatory**, fixed format	Already Complete
System Requirements Specification	System Requirements Definition	**Mandatory**, fixed format; may be combined with User Requirements	Already Complete
Software Configuration Management Plan	System Requirements Definition	Optional, fixed format	
Architectural Design Specification	Architectural Definition	**Mandatory**, fixed format	
Detailed Design Specifications	Detailed design and code	**Mandatory**, fixed format; may be combined with Architectural Design	
Acceptance Test Plan	Architectural Definition	**Mandatory**, fixed format	
Interface Control Documents	Any	Optional, free format; may be attached to System Requirements if external interfaces, or to Architectural Design if internal interfaces, for review and approval purposes.	

The vendor will work closely with US House team members and subject matter experts to complete the implementation and integration activities. The team will be comprised of both vendor personnel and US House team members, but the majority of work completed is to be done by the vendor personnel.

All work will be guided by established Federal and private industry criteria. All written work products shall utilize proper business grammar and formatting techniques. The methodology should address mitigation of potential risk and should ensure that the recommendations and implementation meets the needs of the US House in the most efficient, effective, and economical manner.

The vendor shall become familiar with the current US House Office Supply Service Accounting, Inventory, and Point-of-Sale system, US House needs, and expected implementation capability using the detailed System Requirements document (separately included in this SOW), and any other available documentation. The vendor shall discuss and clarify task order requirements and deliverables and present a high-level workplan for discussion on project goals. Review of US House documentation shall include, but not be limited to the following.

➢ OSS Accounting, Inventory, and POS Systems Requirements

➢ The House Management Policy for Systems Development Life Cycle (SDLC) Guidelines

A US House Program Manger and a team of technical and functional CAO staff will work with the vendor on this project. The following sections will provide additional information about each of the project phases.

C.4.1.1 PHASE 1 - PLANNING

The vendor project manager is responsible for developing detailed Project Management and Planning Documentation as well as a Change Management Plan. The vendor project manager will work closely with US House OSS program management during the development and completion of these critical planning documents. At a minimum this effort should include the following components

At the very least the vendor shall complete the following as part of Phase 1.

➢ Develop Project Charter

➢ Document methodology to be used in project execution

➢ Develop detailed Project Workplan

➢ Develop detailed Resource Plan

➢ Define major milestones

➢ Define project management techniques and plans

➢ Present project management documentation with US House program management

➢ Refine and publish project management and plan documents

➢ Develop Change Management Plan

➢ Present Change Management Plan

➢ Refine and publish Change Management Plan

➢ Review and acceptance of final phase deliverables by US House

C.4.1.2 PHASE 2 - REQUIREMENTS VERIFICATION & DESIGN

In phase 2, the vendor will review all available documentation concerning the OSS retail operations, gift shop and member store processes, functional and technical requirements to gain a detailed understanding of the system requirements. Additionally, this phase requires the vendor to design the future solution and conversion routines.

At a minimum, the vendor will complete the following.

➢ Review current documentation

➢ Re-design processes and procedures

➢ Design customizations to Oracle/Tomax or equal solution (functional/technical)

- ➢ Define required architecture and network configuration
- ➢ Define hardware required for successful implementation and operation
  - o Server hardware
  - o Register hardware
  - o Handheld devices
  - o Back office hardware
  - o Any other required hardware for implementation and store operations
- ➢ Procure hardware
- ➢ Design data conversion
- ➢ Design interfaces
- ➢ Review and acceptance of final phase deliverables by US House

C.4.1.3 PHASE 3 - DEVELOPMENT/CUSTOMIZATION

Phase 3 requires the vendor to develop the functional and technical customizations to the out-of-the-box COTS solution. As part of this phase, the vendor will, at a minimum, complete the following.

- ➢ Develop Oracle/Tomax or equal customizations
- ➢ Perform Conference Room Pilot
- ➢ Install and configure hardware
- ➢ Develop data conversion routines
- ➢ Develop interfaces
- ➢ Produce detailed documentation on all modifications to the out-of-the-box solution
- ➢ Review and acceptance of final phase deliverables by US House

C.4.1.4 PHASE 4 - DATA CONVERSION & TESTING

As part of Phase 4, the vendor will execute the data conversion in a test environment and perform detailed system testing to ensure the system and customizations are operating correctly and consistently with the US House OSS requirements. Additionally, the vendor shall facilitate the execution of user acceptance testing.

At a minimum, the vendor is responsible for completing the following.

- ➢ Perform test data conversion
- ➢ Review converted data for accuracy, completeness, and correctness
- ➢ Develop System Testing Plan and Scripts
- ➢ Perform System Testing
- ➢ Develop Regression Testing Plan
- ➢ Perform Regression Testing
- ➢ Refine system customizations and configurations based on System Test Issues
- ➢ Develop User Acceptance Testing Plan and Scripts
- ➢ Facilitate US House team members through User Acceptance Testing
- ➢ Refine system customizations and configurations based on User Acceptance Testing
- ➢ Document Phase 4 outcomes and completion

➢ Review and acceptance of final phase deliverables by US House

C.4.1.5 PHASE 5 - TRAINING

Phase 5 is critical to a successful implementation and the vendor is expected to perform highly valuable and useful training for the entire US House OSS retail operation team. The training must be done on site at a US House location. At a minimum, the vendor shall complete the following as part of this phase.

➢ Develop manuals and training materials

➢ Schedule and perform end user, applications, and system administrator training

➢ Refine manuals and training materials based on comments received during training

➢ Review and acceptance of final phase deliverables by US House

C.4.1.6 PHASE 6 - IMPLEMENTATION

Phases 6 requires the vendor to 'Go Live' with the system and provide on-site support during at least the first week of operation on the new system. At a minimum, the vendor shall complete the following.

➢ Develop implementation plan

➢ Develop Implementation Backup Plan

➢ Prepare for implementation

➢ Perform Parallel Testing

➢ Implement system

➢ Provide on-site support for system operation after implementation (vendors are requested to propose a reasonable amount of time for on-site implementation support)

➢ Review and acceptance of final phase deliverables by US House

C.4.1.7 PHASE 7 - PROJECT CLOSE

This is the final phase of the project and is administrative in nature. The vendor project management is required to ensure that all deliverables have been delivered to US House program management in the requested finalized form and the project is formally accepted and closed.

➢ Review project status and documentation

➢ Review and acceptance of final phase deliverables by US House

➢ Close project